

Landscape Services Officer

JE Code:JE1034

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** | |
| **Service:** | Landscape Services Officer |
| **Reports to:** | Landscape Services Manager |
| **Job Family:** | Professional and Technical |
| **Grade:** | G |
| **Political restricted:**  **DBS Required:**  **If Yes:** | N  N  Basic / Enhanced |
| **Date:** | March 2024 |

**Key Deliverables**

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| **1.** | The post holder will work in partnership with the Landscape service provider to ensure that standards, priorities and seasonal requirements of the work are achieved, and take appropriate measures when instances of non-compliance occur. In addition the postholder will have outline knowledge of the requirements of other services in relation to the landscape asset (e.g. highways, planning, emergency planning, street lighting, waste, schools) and external partners (e.g. Police,Fire, private management organisations, Network Rail, Utilities) and ensure that a joined up working approach is adopted with other departments to minimise disruption to the local community. The role takes responsibility for the highway authority for processing of applications under sections 142 and notifications under section 154 The Highways Act 1980. The postholder shall undertake in partnership with the highways adoption team, inspection of new developments prior to adoption and advise on any remedial action required prior to adoption.  Undertake minor operational works to resolve issues at the first opportunity where this would prevent waste within the service. |
| **2.** | Using sound business and continuous improvement principles the post holder will monitor contractor activity within the landscape function to ensure best value, best practice and compliance with legislation at all times. In addition the post holder will develop in partnership with the local communities and contractor, site improvements which will over time, enhance the local environment at no additional cost. |
| **3.** | The post holder will engage with all sectors of the community and relevant partners to develop and deliver locally planned Landscape schemes and services such as developing community participation in the Green Flag Award scheme, "Garden of the Year" competition, "It's Your Neighbourhood" and In Bloom schemes. |
| **4.** | Responsible for day-to-day liaison with the community in relation to Landscape Maintenance issues, and other service enquiries and work schedules. The post holder will play a key role in ensuring the Council maintains, manages, and develops its landscape asset. This will include undertaking practical supervision of volunteers, training them in the use of basic hand tools (e.g. digging and cutting equipment such as secateurs, saws, pole pruners, spades, trowels), education in methods and conveying the theoretical background to substantiate good practice in managing a sustainable landscape asset. Additionally, this will involve conveying policy decisions and the reasoning behind best practice to non-specialists at all levels. |
| **5.** | Responsible for assisting in the development of local plans and policy (action, service, training, risk management, emergency and business continuity). This includes the development of long term management plans (5-10 years) for Parks and Open Spaces for the Green Flag award scheme taking into account local needs, community aspiration and operational resources. Producing evidence portfolios for the city In Bloom bid. |
| **6.** | The role is responsible for delivering Landscape inspections, dealing with Landscape and public realm related enquiries and ensuring local issues and priorities are identified. In addition the role is responsible for the production of robust work monitoring data and associated reports, responding to residential/business enquiries, and for ensuring that the budget is apportioned in accordance with forecasted profiles of spend. |
| **7** | Responsible for ensuring records and enquiries/contentious issues are actioned within agreed timescales and resolutions of enquiries are communicated back to customers and customer record management systems are updated and maintained. |
| **8** | Responsible for providing accessible technical advice and assistance to specialists and non-specialists on a range of Horticulture and Landscape Maintenance issues and across other services as required. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Experience and relevant professional recognition/qualification in relation to Horticulture to minimum of NVQ 3. |
| **2.** | Experience and/or considerable knowledge in landscape maintenance contractual management. |
| **3.** | Familiar with MS Office/365 and other packages, specialist data collection, GIS or similar mapping package. |
| **4.** | Confident communicator with strong verbal and written skills. Proven ability to develop & manage effective relationships, including in ‘conflict’ situations. Ability to build effective relationships with other Council teams, Ward Councillors, Parish and Town Councils and residents. To lead meetings when required.  Ability to write clear and concise reports and letters, using written and visual data to substantiate assumptions. |
| **5.** | Ability to understand risks to operational staff and members of the public, ensuring that work processes meet safety requirements, including the satisfactory use of Personal Protective Equipment. |
| **6.** | Ability to work under own initiative and unsupervised to manage multiple demands and organise own workload to ensure objectives and deadlines are met |
| **7.** | An ability and willingness to work outside of normal working hours from time to time |
| **8.** | Able to carry out inspections and undertake duties in all weathers enduring extremes of heat and cold, dust and traffic pollution, high noise levels, occasional exposure to verbal abuse and aggression and working in dangerous conditions on and adjacent to busy roads. |
| **9.** | Strong organisational skills, able to prioritise and manage a high volume of work and competing demands. |



Job Family

Professional/Technical

Grade G

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| **Colleagues expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

### Role characteristics

At this level roles require an in depth, theoretical understanding of their particular discipline to solve complex problems, offer evidence based, provide authoritative advice to colleagues / service users and manage teams and/or other resource assets.

### The knowledge and skills required

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline, such that job holders can fall back on the first principles of their specialism to make decisions and offer advice.

This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on-the-job training and focussed experience such that the level of expertise confers a similar level of authority.

Roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

### Thinking, planning and communication

The situations and problems dealt with at this level will be increasingly complex, involving several information streams where analytical and judgemental skills will be needed to interpret information correctly and determine optimum solutions.

Job holders will have plenty of day to day issues to contend with, they will also need to plan some months ahead to achieve medium-term objectives in such areas as project support or service development.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders will have the autonomy to adapt specific approaches to better meet medium term objectives. They will be bound by the recognised procedural framework of their specialism as it is managed by the Council but will decide when and precisely how duties are to be carried out. They will also deal with problems (often escalated to this level) for which there are no set-down routes to a solution other than broad service practice guidelines.

### Areas of responsibility

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have only modest levels of responsibility for finance, information assets, equipment and/or premises.

Internal roles are likely to have this pattern reversed, with weightier responsibility for significant financial and non-financial assets, but less for the assessment of needs of individuals and groups.

Jobs will have supervisory responsibility for the work of others and will be accountable for the quality and timeliness of outputs, whether related to the work of internal teams or temporary external contractors, volunteers or others.

### Impacts and demands

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision-making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional / Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.